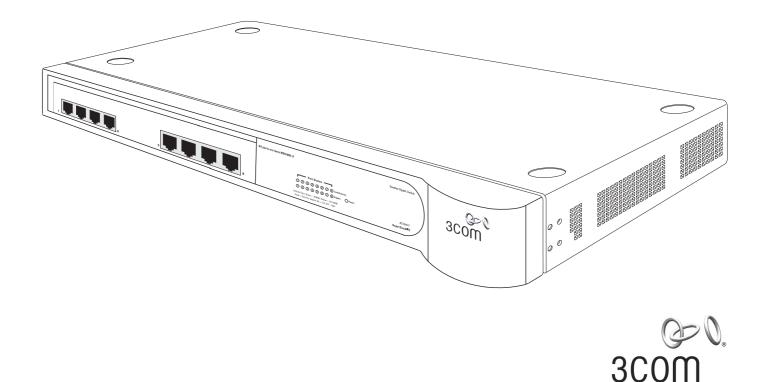
# SuperStack<sup>®</sup> 3 Baseline 8 Port Gigabit Switch 10BASE-T/100BASE-TX/1000BASE-T (3C16477) User Guide

DUA1647-7AAA01



# INTRODUCTION

The SuperStack<sup>®</sup> 3 Baseline 8 Port Gigabit Switch is a versatile, easy-to-use switch. It is ideal for users who want the high-speed performance of 10/100/1000 switching but do not need sophisticated management capabilities. The Baseline 8 Port Gigabit Switch is shipped ready for use. No configuration is necessary.

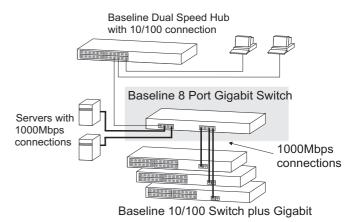
The Baseline 8 Port Gigabit Switch can be rack-mounted or free standing.

The Baseline 8 Port Gigabit Switch includes:

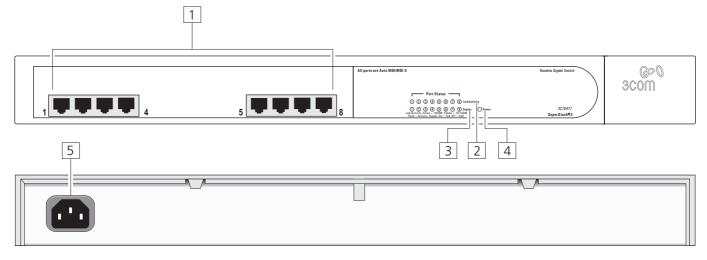
- One power cord
- One mounting kit
- Four standard height, self-adhesive rubber pads

The Switch is powered from the AC mains supply.

The Baseline 8 Port Gigabit Switch provides high performance switched connections to 10 Mbps, 100 Mbps, and 1000 Mbps hubs, switches, servers and workstations that need a dedicated switched link. The following figure illustrates one possible configuration. The Baseline 8 Port Gigabit Switch has 8 shielded RJ-45, 10/100/1000 Mbps auto-negotiating ports on the front panel. Each 10/100/1000 Mbps port automatically determines the speed, duplex mode, and MDIX mode of the connected equipment and provides a suitable switched connection. The 10/100 Mbps connections on these 1000BASE-T ports operate in half or full duplex mode. The Baseline 8 Port Gigabit Switch supports a maximum of 8192 MAC adddresses.



# FEATURES OF THE BASELINE 8 PORT GIGABIT SWITCH



The numbers in this diagram refer to numbered sections in the text.

### **Front Panel**

#### 1 8 RJ-45 10/100/1000 Ports

WARNING: RJ-45 ports. These are shielded RJ-45 data sockets. They cannot be used as standard traditional telephone sockets, or to connect the unit to a traditional PBX or public telephone network. Only connect RJ-45 data connectors, network telephony systems, or network telephones to these sockets. Either shielded or unshielded data cables with shielded or unshielded jacks can be connected to these data sockets.



AVERTISSEMENT: Les ports RJ-45. Ceux-ci sont  $\frac{\gamma}{2}$  protégés par des prises de données. Ils ne peuvent pas être utilisés comme prises de téléphone conventionnelles standard, ni pour la connection de l'unité à un réseau téléphonique central privé ou public. Raccorder seulement connecteurs de données RJ-45, systèmes de réseaux de téléphonie ou téléphones de réseaux à ces prises. Il est possible de raccorder des câbles protégés ou non protégés avec des jacks protégés ou non protégés à ces prises de don.



WARNUNG: RJ-45-Porte. Diese Porte sind geschützte  $\Delta$  Datensteckdosen. Sie dürfen weder wie normale traditionelle Telefonsteckdosen noch für die Verbindung der Einheit mit einem traditionellem privatem oder öffentlichem Telefonnetzwerk gebraucht werden. Nur RJ-45-Datenanscluße, Telefonnetzsysteme or Netztelefone an diese Steckdosen anschließen. Entweder geschützte oder ungeschützte Buchsen dürfen an diese Datensteckdosen angeschlossen werden.

The Baseline 8 Port Gigabit Switch has 8 10/100/1000 Mbps auto-negotiating ports. Each port automatically determines the correct speed and duplex mode as one of the following:

- 10BASE-T half duplex
- 10BASE-T full duplex
- 100BASE-TX half duplex
- 100BASE-TX full duplex
- 1000BASE-T full duplex



**CAUTION:** The Baseline 8 Port Gigabit Switch supports full duplex auto-negotiation. If the connected device does not support auto-negotiation, the Switch will operate in half duplex mode (only for 10BASE-T and 100BASE-TX). In such a configuration, you may notice some degradation of network performance. 3Com recommends that you use devices that are capable of auto-negotiation (and that you ensure that auto-negotiation is enabled, if it is a configurable option).

All ports auto-sense an MDI/MDIX connection and can be used to connect to either another switch port, server, or workstation without additional configuration. Each port can be connected to a device with a normal 'straight through' TP (twisted pair) cable or a 'cross-over' TP cable.

### **Priority Queuing**

The Switch offers priority queuing, which means all packets that are received are examined to see if they have been priority encoded. If a packet has been, then the Switch will read the priority level and determine whether the packet should be directed through the normal or high priority channel. This feature can be useful for example during excessive loads when one type of traffic may require priority over another. The Switch is configured to comply with 802.1p, VLAN tagged frames.

Traffic prioritization ensures that high priority data is forwarded through the Switch without being delayed by lower priority data. It differentiates traffic into classes and prioritizes those classes automatically. Traffic prioritization uses the multiple traffic queues that are present in the hardware of the Switch to ensure that high priority traffic is forwarded on a different queue from lower priority traffic, and is given preference over that traffic. This ensures that time-sensitive traffic gets the highest level of service. The 802.1D standard specifies eight distinct levels of priority (0 to 7), each of which relates to a particular type of traffic. The priority levels and their traffic types are shown in the following table.

| Priority Level | Traffic Type  |
|----------------|---|
| 0              | Best Effort   |
| 1              | Background  |
| 2              | Standard (spare)  |
| 3              | Excellent Effort (business critical)                                      |
| 4              | Controlled Load (streaming multimedia)                                    |
| 5              | Video (Interactive media), less than 100 milliseconds latency and jitter. |
| 6              | Voice (Interactive voice), less than 10 milliseconds latency and jitter.  |
| 7              | Network Control Reserved traffic  |

The traffic prioritization feature supported by the Switch is compatible with the relevant sections of the IEEE 802.1D standard (incorporating IEEE 802.1p).

### 2 Activity/Link/Speed Status LEDs

The top row of Status LEDs, labelled "Link/Activity," show the link and activity status of the related ports:

| Status   | Meaning  |
|----------|--|
| On       | The link has been established.   |
| Flashing | Packets are being received or transmitted on the port.   |
| Off      | If the link has not been established, either nothing is con-<br>nected to the port, or there is a problem:   |
|          | <ul> <li>Check that the attached device is powered on.</li> <li>Check that the cable is the correct type and is not faulty.</li> <li>If these checks do not identify the cause of the problem, it may be that the unit or the device connected to the port is faulty. Contact your supplier for further advice.</li> </ul> |
| Green    | The link is operating at 1000 Mbps.  |
| Yellow   | The link is operating at 10 or 100 Mbps.   |

# INSTALLING THE SWITCH

### **Positioning the Switch**

When deciding where to position the Baseline 8 Port Gigabit Switch ensure:

- It is accessible and cables can be connected easily.
- Cabling is away from sources of electrical noise. These include lift shafts, microwave ovens, and air conditioning units. Electromagnetic fields can interfere with the signals on copper cabling and introduce errors, therefore slowing down your network.
- Water or moisture cannot enter the case of the unit.
- Air flow around the unit and through the vents in the side of the case is not restricted (3Com recommends that you provide a minimum of 25 mm (1 in.) clearance).
- The air is as free from dust as possible.
- Temperature operating limits are not likely to be exceeded. It is recommended that the unit is installed in a clean, air conditioned environment.



It is always good practice to wear an anti-static wrist strap when installing network equipment, connected to a ground point. If one is not available, try to keep in contact with a grounded rack and avoid touching the unit's ports and connectors, if possible. Static discharge can cause reliability problems in your equipment.

### **3 Duplex Status LEDs**

The second row of Status LEDs, which are colored yellow, show the duplex status of the related ports:

| Status    | Meaning                                    |
|-----------|--|
| On Yellow | The port is operating in full duplex mode. |
| Off       | The port is operating in half duplex mode. |
| 10        | NOBASE-T only operates in full dupley mode |

1000BASE-T only operates in full duplex mode. 10BASE-T/100BASE-TX can be in half or full duplex mode.

### 4 Power LED

The Power LED shows the power status of the Switch:

| Status   | Meaning   |
|----------|---|
| On Green | The unit is powered on and ready for use.   |
| Off      | <ul><li>The unit is not receiving power:</li><li>Check that the power cord is connected correctly.</li><li>If the unit still does not operate, contact your supplier.</li></ul> |

### **Rear Panel Connections**

### 5 Power Supply

The Baseline 8 Port Gigabit Switch automatically adjusts to the supply voltage. Only use the power cord that is supplied with the unit.

### **Rack Mounting or Free Standing**

This unit can be mounted in a 19-inch equipment rack using the Mounting Kit. Refer to "Mounting Kit Instructions" on page 4. It can also be free standing. Do not place objects on top of the unit or stack.

The unit is supplied with four self-adhesive rubber pads. If the unit is to be part of a free standing stack, apply the pads to each marked corner area on the underside of the unit. Place the unit on top of the lower unit, ensuring that the pads locate with the recesses of the lower unit.



Do not apply the pads if you intend to rack mount the unit.



**CAUTION:** If installing the Baseline 8 Port Gigabit Switch in a free standing stack of different size SuperStack II or SuperStack 3 units, the smaller units must be installed above the larger ones. Do not build a free standing stack of more than six units.

# **Connecting to a Network Device**

Follow these guidelines to connect a device to the Baseline 8 Port Gigabit Switch:

- Use Category 5 unshielded or shielded (screened) 100 Ohm TP cable (or Category 3 cable for a 10 Mbps connection).
- The maximum length of cable for each connection is 100 m (328 ft).
- Connect one end of the cable to an RJ-45 port on the Baseline 8 Port Gigabit Switch, and the other end to the appropriate RJ-45 port on the connecting device.

### **Power Supply**

Power problems can be the cause of serious failures and downtime in your network. Ensure that the power input to your system is clean and free from sags and surges to avoid unforeseen network outages. 3Com recommends that you install power conditioning, especially in areas prone to black outs, power dips and electrical storms.

# **MOUNTING KIT INSTRUCTIONS**

### Introduction

The Baseline 8 Port Gigabit Switch is supplied with two mounting brackets and four screws. These are used for rack mounting the unit. When mounting the unit, you should take note of the guidelines given in "Positioning the Switch" on page 3.

# **Rack Mounting the Units**

The Baseline 8 Port Gigabit Switch is 1U high and will fit a standard 19-inch rack.



**CAUTION:** Disconnect all cables from the unit before continuing. Remove the self-adhesive pads from the underside of the unit, if already fitted.

- **1** Place the unit the right way up on a hard, flat surface with the front facing towards you.
- **2** Locate a mounting bracket over the mounting holes on one side of the unit (refer to the figure following step 6).

# **PROBLEM SOLVING**

At frequent intervals you should visually check the Baseline 8 Port Gigabit Switch. Regular checks can give you an early warning of a possible failure; any problems can then be attended to when there will be least effect on users.

Check that all external cabling connections are secure and that no cables are pulled taut.

Refer to the information about LEDs given earlier in this guide to see if the problem can be identified and rectified. Here are some common problems that can occur:

Activity Status LED not lit for a port that has a connection. There is a problem with this connection. Check that:

- The device being connected to is powered on and operating correctly.
- The cable is connected at both ends.
- You are using a TP cable that is not damaged.
- If the connection is to a workstation, that the workstation's network interface is installed and configured correctly.

The unit is intended to be grounded. Ensure it is connected to earth ground during normal use. Grounding the unit helps to avoid damage from lightning and power surges.

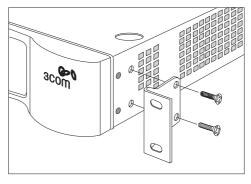
# **Powering Up**

Use the following sequence to power up the Baseline 8 Port Gigabit Switch:

- **1** Check the network connections and cables.
- 2 Connect the power supply cable to the appropriate power socket on the rear panel of the unit; see reference 5 in "Features of the Baseline 8 Port Gigabit Switch."
- **3** Connect the plug to the power supply outlet socket and switch on the power supply at the socket.

When the switch is powered on, the Power LED lights green. If it does not, see reference **4** in "Features of the Baseline 8 Port Gigabit Switch."

- **3** Insert the two screws supplied in the mounting kit and fully tighten with a suitable screwdriver.
- **4** Repeat the two previous steps for the other side of the unit.
- **5** Insert the unit into the 19-inch rack and secure with suitable screws (not provided).
- 6 Reconnect all cables.



All Activity LEDs appear to be lit continually. There may be broadcast storms on the network. Remove port connections one at a time, waiting a few seconds between each port. If the LEDs go off after removing a port connection, the device that was connected to that port is introducing an excessive amount of broadcast frames to the network (some pieces of network equipment operate by sending out broadcast frames regularly). Refer to the documentation that accompanies the device for information on disabling the broadcast operation.

If the problem persists and the unit still does not operate successfully, contact your supplier with the following information before returning the unit:

- Product number and serial number (printed on a label supplied with the unit)
- A brief description of the fault

# **SAFETY INFORMATION**

# Please read the following safety information carefully before installing the Baseline 8 Port Gigabit Switch.



**WARNING:** Installation and removal of the unit must be carried out by qualified personnel only.

- If installing the Switch unit in a stack with SuperStack II or SuperStack 3 Hub units, the Baseline 8 Port Gigabit Switch unit must be installed below the narrower Hub units.
- The unit must be connected to an earthed (grounded) outlet to comply with international safety standards.
- Do not connect the unit to an A.C. outlet (power supply) without an earth (ground) connection.
- The appliance coupler (the connector to the unit and not the wall plug) must have a configuration for mating with an EN 60320/IEC 320 appliance inlet.
- The socket outlet must be near to the unit and easily accessible. You can only remove power from the unit by disconnecting the power cord from the outlet
- This unit operates under SELV (Safety Extra Low Voltage) conditions according to IEC 60950. The conditions are only maintained if the equipment to which it is connected also operates under SELV conditions.

France and Peru only This unit cannot be powered from  $IT^{\dagger}$  supplies. If your supplies are of IT type, this unit must be powered by 230 V (2P+T) via an isolation transformer ratio 1:1, with the secondary connection point labelled Neutral, connected directly to earth (ground).

<sup>†</sup> Impédance à la terre

#### Power Cord Set

UK

Europe

This must be approved for the country where it will be used. e.g.

- U.S.A. and
   The cord set must be UL-approved and CSA certified.
   The minimum specifications for the flexible cord are: No. 18 AWG Type SV or SJ 3-conductor
  - The cord set must have a rated current capacity of at least 10 A.
  - The attachment plug must be an earth-grounding type with a NEMA 5-15P (15 A, 125 V) or NEMA 6-15P (15 A, 250 V) configuration.
- Denmark The supply plug must comply with Section 107-2-D1, Standard DK2-1a or DK2-5a.
- Switzerland 
  The supply plug must comply with SEV/ASE 1011.
  - The supply plug must comply with BS1363 (3-pin 13-amp) and be fitted with a 5 A fuse which complies with BS1362.
  - The mains cord must be <HAR> or <BASEC> marked and be of type HO3VVF3GO.75 (minimum).
  - The supply plug must comply with CEE7/7 ("SCHUKO")
  - The mains cord must be <HAR> or <BASEC> marked and be of type HO3VVF3GO.75 (minimum).

# L'INFORMATION DE SÉCURITÉ IMPORTANTE

# Veuillez lire à fond l'information de la sécurité suivante avant d'installer le Baseline 8 Port Gigabit Switch.

**AVERTISSEMENT:** L'installation et la dépose de ce groupe doivent être confiés à un personnel qualifié.

- Si vous entassez l'unité Switch avec les unités SuperStack II Hub, l'unité Baseline 8 Port Gigabit Switch doit être installée en dessous des unités Hub plus étroites.
- Ne branchez pas votre appareil sur une prise secteur (alimentation électrique) lorsqu'il n'y a pas de connexion de mise à la terre (mise à la masse).
- Vous devez raccorder ce groupe à une sortie mise à la terre (mise à la masse) afin de respecter les normes internationales de sécurité.
- Le coupleur d'appareil (le connecteur du groupe et non pas la prise murale) doit respecter une configuration qui permet un branchement sur une entrée d'appareil EN 60320/IEC 320.
- La prise secteur doit se trouver à proximité de l'appareil et son accès doit être facile. Vous ne pouvez mettre l'appareil hors circuit qu'en débranchant son cordon électrique au niveau de cette prise.
- L'appareil fonctionne à une tension extrêmement basse de sécurité qui est conforme à la norme IEC 60950. Ces conditions ne sont maintenues que si l'équipement auquel il est raccordé fonctionne dans les mêmes conditions.

#### France et Pérou uniquement:

Ce groupe ne peut pas être alimenté par un dispositif à impédance à la terre. Si vos alimentations sont du type impédance à la terre, ce groupe doit être alimenté par une tension de 230 V (2 P+T) par le biais d'un transformateur d'isolement à rapport 1:1, avec un point secondaire de connexion portant l'appellation Neutre et avec raccordement direct à la terre (masse).

#### Cordon électrique

Il doit être agréé dans le pays d'utilisation

| Etats-Unis et<br>Canada: | <ul> <li>Le cordon doit avoir reçu l'homologation des UL et un<br/>certificat de la CSA.</li> </ul>   |
|--------------------------|---|
|                          | <ul> <li>Le cordon souple doit respecter, à titre minimum, les<br/>spécifications suivantes:<br/>calibre 18 AWG<br/>type SV ou SJ<br/>à 3 conducteurs</li> </ul>                                      |
|                          | <ul> <li>Le cordon doit être en mesure d'acheminer un courant<br/>nominal d'au moins 10 A.</li> </ul>   |
|                          | <ul> <li>La prise femelle de branchement doit être du type à mise à la<br/>terre (mise à la masse) et respecter la configuration NEMA<br/>5-15P (15 A, 125 V) ou NEMA 6-15P (15 A, 250 V).</li> </ul> |
| Danemark:                | La prise mâle d'alimentation doit respecter la section 107-2 D1 de la norme DK2 1a ou DK2 5a.   |
| Suisse:                  | • La prise mâle d'alimentation doit respecter la norme SEV/ASE 1011.  |
| Europe                   | <ul> <li>La prise secteur doit être conforme aux normes CEE 7/7<br/>("SCHUKO")</li> </ul>   |
|                          | - LE condem contain doit montain la montion dLAD, ou dDACEC.  |

■ LE cordon secteur doit porter la mention <HAR> ou <BASEC> et doit être de type HO3VVF3GO.75 (minimum).

# WICHTIGE SICHERHEITSINFORMATIONEN

#### Bitte unbedingt vor dem Einbauen des Baseline 8 Port Gigabit Switch Einheit die folgenden Sicherheitsanweisungen durchlesen.

**WARNUNG:** Die Installation und der Ausbau des Geräts darf nur durch Fachpersonal erfolgen.

- Wenn die Baseline 8 Port Gigabit Switch Einheit in einer Stapel mit anderen SuperStack II Hub Einheiten eingebaut werden soll, muß die Baseline 8 Port Gigabit Switch Einheit unter die schmaleren Hub Einheiten eingebaut werden.
- Das Gerät nicht an eine Wechselstromsteckdose anschlie
  ßen, die nicht geerdet ist.
- Das Gerät muß an eine geerdete Steckdose angeschlossen werden, die die internationalen Sicherheitsnormen erfüllt.
- Der Gerätestecker (der Anschluß an das Gerät, nicht der
- Wandsteckdosenstecker) muß eine passende Konfiguration für einen Geräteeingang gemäß EN 60320/IEC 320 haben.

- Der Betrieb dieses Geräts erfolgt unter den SELV-Bedingungen (Sicherheitskleinstspannung) gemäß IEC 60950. Diese Bedingungen sind nur gegeben, wenn auch die an das Gerät angeschlossenen Geräte unter SELV-Bedingungen betrieben werden.

Stromkabel. Dies muss von dem Land, in dem es benutzt wird geprüft werden:

- Schweiz Dieser Stromstecker muß die SEV/ASE 1011Bestimmungen einhalten.
- Europe Das Netzkabel muß vom Typ HO3VVF3GO.75 (Mindestanforderung) sein und die Aufschrift <HAR> oder <BASEC> tragen.
  - Der Netzstecker muß die Norm CEE 7/7 erfüllen ("SCHUKO").

# **TECHNICAL INFORMATION**

### **Related Standards**

The SuperStack 3 Baseline 8 Port Gigabit Switch has been designed to the following standards:

| Functional    | ISO 8802-3, IEEE 802.3 (Ethernet), IEEE 802.3u (Fast<br>Ethernet), IEEE 802.3ab (Gigabit Ethernet), IEEE 802.1D<br>(Bridging) |
|---------------|---|
| Safety        | UL 60950, EN 60950, CSA 22.2 #60950, IEC 60950  |
| EMC Emissions | EN 55022 Class A, FCC Part 15 Subpart B Class A,<br>ICES-003 Class A, VCCI Class A, AS/NZS 3548 Class A,<br>CNS 13438 Class A |
| Immunity      | EN 55024  |
| Environmenta  | I   |

# Operating Temperature 0-40 °C (32-104 °F) Humidity 10-95% (non-condensing)

# Depth173 mm (6.8 in.)Height43.6 mm (1.7 in.) or 1UWeight3 kg (6.6 lb)MountingFree standing, or 19-inch rack mounted using the<br/>mounting kit suppliedElectrical

440 mm (17.3 in.)

Power Inlet AC Line Frequency Input Voltage Current Rating Maximum Power Consumption Maximum Power Dissipation

Physical Width

> IEC 320 47 to 63 Hz 100–240 VAC 0.4 A at 115 V, 0.2 A at 230 V 28 W

# **REGULATORY NOTICES**

### **FCC Statement**

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference to radio communications, in which case the user will be required to correct the interference at their own expense.

## Information To The User

If this equipment does cause interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient the receiving antenna
- Relocate the equipment in relation to the receiver.
- Move the equipment away from the receiver.
- Plug the equipment into a different outlet so that equipment and receiver are on different branch circuits.

If necessary, the user should consult the dealer or an experienced radio/television technician for additional suggestions. The user may find the following booklet prepared by the Federal Communications Commission helpful:

How to Identify and Resolve Radio-TV Interference Problems

This booklet is available from the U.S. Government Printing Office, Washington,

DC 20402, Stock No. 004-000-00345-4.

In order to meet FCC emissions limits, this equipment must be used only with cables which comply with IEEE 802.3.

# **CE Statement (Europe)**

This product complies with the European Low Voltage Directive 73/23/EEC and EMC Directive 89/336/EEC as amended by European Directive 93/68/EEC/.

95.6 BTU/hr

Warning: This is a Class A product. In a domestic environment, this product may cause radio interference in which case the user may be required to take adequate measures.

# **CSA Statement**

This Class A digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

Cet appareil numérique de la classe A respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada.

## **VCCI Statement**

この装置は、情報処理装置等電波障害自主規制協議会(VCCI)の基準 に基づくクラスA情報技術装置です。この装置を家庭環境で使用すると電波 妨害を引き起こすことがあります。この場合には使用者が適切な対策を講ず るよう要求されることがあります。

## **BSMI Statement**

警告使用者:這是甲類的資訊產品,在居住的 環境中使用時,可能會造成射頻干擾,在這種 情況下,使用者會被要求採取某些適當的對策。

# **TECHNICAL SUPPORT**

The following options are available for technical support:

- In the first instance contact your Network Supplier.
- Check the 3Com knowledgebase at http://knowledgebase.3com.com
- Browse the 3Com web site on http://www.3com.com

If you require additional assistance, contact your network supplier. Many suppliers are authorized 3Com service partners who are qualified to provide a variety of services, including network planning, installation, hardware maintenance, application training, and support services. When you contact your network supplier for assistance, have the following information ready:

- Product model name, part number, and serial number
- A list of system hardware and software, including revision levels
- Diagnostic error messages
- Details about recent configuration changes, if applicable

If you are unable to contact your network supplier, see the following section on how to contact 3Com.

| Country  | Telephone Number  | Country  | Telephone Number  | Country   | Telephone Number   |
|--|---|--|---|---|--|
| Asia, Pacific Rim  |   |  |   |   |  |
| Australia<br>Hong Kong<br>India<br>Indonesia<br>Japan  | 1 800 678 515<br>800 933 486<br>+61 2 9424 5179 or<br>000800 650 1111<br>001 803 61009<br>00531 616 439 or<br>03 5977 7991  | Malaysia<br>New Zealand<br>Pakistan<br>Philippines<br>P.R. of China  | 1800 801 777<br>0800 446 398<br>+61 2 9937 5083<br>1235 61 266 2602 or<br>+61 2 9937 5076<br>10800 61 00137 or<br>021 6350 1590 or<br>00800 0638 3266   | Singapore<br>S. Korea<br>Taiwan<br>Thailand   | 800 6161 463<br>00798 611 2230 or<br>02 3455 6455<br>00801 611 261<br>001 800 611 2000   |
| Europe, Middle East and  | d Africa  |  |   |   |  |
| From anywhere in these regions, call:  | +44 (0)1442 435529  |  |   |   |  |
| From the following countr  | ies, you may use the numbers s  | hown:  |   |   |  |
| Austria<br>Belgium (Flemish)<br>Belgium (French)<br>Denmark<br>Finland<br>France<br>Germany              | 01 7956 7124<br>070 700 000<br>070 700 770<br>7010 7289<br>01080 2783<br>0825 809 622<br>01805 404 747  | Hungary<br>Ireland<br>Israel<br>Italy<br>Luxembourg<br>Netherlands<br>Norway   | 06800 14466<br>1800 509359<br>1800 943 2632<br>199 161346<br>800 29880<br>0900 777 7737<br>815 33 047   | Poland<br>Portugal<br>South Africa<br>Spain<br>Sweden<br>Switzerland<br>U.K.  | 00800 441 1357<br>707 200 123<br>0800 991196<br>9 021 60455<br>07711 14453<br>08488 50112<br>0870 241 3901   |
| Latin America  |   |  |   |   |  |
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